



Create A Positive Customer Experience Training

Companies have changed their approach to becoming more customer-centric in today's changing business environment. Customer experience is at the core of customer-centricity. Customer experience is about how customers feel and what emotional reactions they have as they interact with you throughout their buying journey.

This one-day training course is for customer-facing employees who have not received any formal customer service training. Participants will learn the skills and techniques to identify customer needs and use that information to improve customer satisfaction and customer service.

Course Overview

You will spend the first part of the session getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

This workshop will help you teach participants to:

- Define customer service and discuss ways to improve customer satisfaction
- Learn different elements that make a good impression on both the phone and face-to-face.
- Learn techniques to manage difficult customer situations in positive ways.
- Understand the relevance of customer satisfaction and customer loyalty in the growth of business.
- Be more aware of the effect your behavior has on outcomes.
- Connect customers emotionally to the brand.
- Improve their communication skill.
- Create a personal action plan

Understanding Basics of Customer Service

To begin the session, we will discuss what good customer service is. Participants will also learn the different ways on how to improve customer satisfaction.

Understanding The Customer

Knowing your customer is a key for any business endeavor. This session will teach participants understand what their customers want and the most effective way of making their product or service available.

Bringing Positive Attitude

This session will cover aspects such as posture, language, and tone of voice that will give small hints about the attitude of the participants.

Improving Communication

Good communication skills and the ability to share knowledge are critical. In this session, participants will learn find ways to deliver information in a manner and at a pace that their customers can process.

Expanding Knowledge

Product training for your customer service is as important as empathy training activities. Here, participants will understand how knowing the ins and outs of their company and products employees can build better customer relationships.

Increased Customer Engagement and Retention

A good product or service is not enough to build loyalty and engagement. Organizations must deliver memorable experiences that increase retention, in addition to key service or product offerings. Participants in this session will learn how to create engaging experiences that engage customers and keep them loyal.

Role of Innovation in Customer Experience

It is not enough to have brand equity in a constantly-evolving market like mobile and social media. To keep customers coming back to you, participants must learn how to "out-innovate" the competition which this session will teach.

Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

Visit <https://paramountraining.com.au> for more information or call 1300 810 725